

## WE VALUE YOUR FEEDBACK

Stream Services are committed to working in partnership with people and their families to deliver supports that are individualised and responsive.

As part of this commitment, we actively encourage people to let us know when we do good work, as well as to speak up when we do not meet your expectations.

We welcome open feedback as an opportunity to improve our service delivery to you and others. All feedback is considered as a part of our continuous improvement system.

## HOW TO LODGE FEEDBACK

You can either provide feedback to your support team or send it to [quality@streamservices.com.au](mailto:quality@streamservices.com.au) or postal address PO Box 429, Clermont QLD 4721

Verbal complaints may also be made by telephone on: 1300 721 964

## MAKING A COMPLAINT

Anyone wishing to make a complaint may do so in writing or verbally to:

- Any member of your staff team
- A Team Coach
- The Managing Director, Alec McConnell
- NDIS Quality & Safety Commission
- In writing to email [quality@streamservices.com.au](mailto:quality@streamservices.com.au)

## COMPLAINTS MANAGEMENT PROCESS

The complaints management process aims to provide quick and fair resolutions to complaints that ensure people raising or affected do not experience adverse consequences throughout the process.

We seek to keep the complainant and person involved informed as to the progress, decisions and actions resulting from the complaint.

We aim resolve complaints within 10 business days.



## WHAT ARE YOUR RIGHTS?

- You have a right to be listened to when you provide us with feedback of any type you wish to, positive or negative.
- You have the right to lodge a complaint if you feel any of your basic human rights have been breached or that any aspect of our services does not conform to the NDIS Code of Conduct
- You have the right to lodge an appeal if you disagree with a decision made in relation to a complaint.



## STANDARDS WE FOLLOW

- NDIS Practice Standards
- National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018



## HOW TO LODGE A COMPLIMENT

We value your positive feedback.

It is very useful to let your support team know when they are getting things right to encourage them to **“Keep up the Good Work”**.

You can give it to your support team. Or email it to [quality@streamservices.com.au](mailto:quality@streamservices.com.au)



## HOW TO LODGE A COMPLAINT, COMPLIMENT OR FEEDBACK



**We Welcome Your Feedback!**

**STREAM SERVICES (ALSO KNOWN PREVIOUSLY AS CLERMONT COUNTRY**

**CARE) PHONE:**

**1300 721 964**

**NDIS COMMISSION PHONE:**

**1800 800 110**